

# **ACCOUNTS RECEIVABLE DATABASE**



The Accounts Receivable Database Menu allows the user to set up parameters and create codes, which determine how the Accounts Receivable operates. The following menu items are available:

- Accounts Receivable Name
  - Transaction Revenue Codes
  - Settlements
  - Recurring Charge Code Maintenance
  - Invoice Cycle Code Maintenance
  - Letter Text
  - Master Billing Parameters
  - A/R Database Reports Menu

## Completing the Accounts Receivable Name

This area is used to enter the hotel's name, address, parameters and other pertaining information. The information entered prints on all invoices and statements unless individually changed on each customer account.

1. From the Main Accounts Receivable Menu, select A/R Database
2. Select Accounts Receivable Name
3. Type the A/R number (should be the same as the live or training hotel number) and complete the fields on the screen including the hotel name, address and telephone number. Be sure to complete the last field located by the top of the screen. Type "T" for training or "L" for live.

Pleasanton A/R  
Geac Customer Support

ACCOUNTS RECEIVABLE NAME Date: 14-JUN-1999 MON  
Time: 03:45 PM

A/R Number		A/R Code	
A/R Name			
Short Name		Live or Train	
Hotel Number			
Address 1			
Address 2			
City			
State	Postal Code		
Country			
Phone 1		Ext	
Phone 2		Ext	
FAX		Ext	
Tax ID Code			

A/R Parameters Customer Parameters Night Audit Parameters

4. [Quick] to A/R Parameters and complete the fields. These are the prompts that determine how long the customer accounts and their detail should remain in the system before being deleted or purged from the system.
  - **Purge Flag** – How often should the purge process run? This process identifies accounts marked as PURG and removes them from the system. Also, any marked accounts to be purged based on the other parameters in this screen. [List Values] may be used to select the desired timeline.
  - **0 Immediately** – Run the process daily

- **7 Weekly** – Run the process once a week
- **30 Monthly** - Run the process once a month
- **60 Bimonthly** - Run the process once every 60 days
- **Purge Day** – This is a future feature. This field is not currently operational; however, a day must be entered in this field in order to complete the screen.
- **Last Purge Date** - This field displays the date of the last time the A/R Purge process ran. This is for reference only. The cursor cannot be placed in this field.
- **Next Purge Date** – Type the date the purge process should start. Once the process has ran, this field displays the next date the purge process is due to run based on the Number of Days to Keep Zero Balance Customers field.
- **Number of Days to Keep Zero Balance Documents** - A Document is a single line item (like a guest folio or invoice) on a customer's account. Once that line item is zero, this field determines the length of time the detail should remain on the account.
- **Number of Days to Keep Zero Balance Customers** - Once the entire customer account is zero, this field determines how long should the system retain the account before setting it to purge.

Purge Parameters			
Purge Flag		Last Purge Date	
Purge Day		Next Purge Date	
Number of Days to Keep Zero Balance Documents			30
Number of Days to Keep Zero Balance Customers			30

  

Small Balance Write Offs			
		Debit	Credit
Maximum Customer Write Off			
Maximum Document Write Off			
Dept/Sub			

  

Aging Periods:			
Column 1	Over	30	Days
Column 2	Over	60	Days
Column 3	Over	90	Days
Column 4	Over	120	Days

5. [Next Block] to Small Balance Write Off. All of the fields in this section pertain to the 'Automatic Small Balance Write Off' process available in A/R. The entries here determine the 0maximum and minimum amounts allowed to be written off. The actual amounts to be written off are determined each time the process runs.
- **Maximum Customer Write Off – Debit/Credit** – This is the maximum amount of money allowed for the process to write off. All customer accounts with this amount or less are written off to a zero balance.
  - **Maximum Documents Write Off – Debit/Credit** - A Document is a single line item (like a guest folio or invoice) on a customer's account. This is the maximum amount of money allowed for the process to write off. All documents on a customer's account with this amount or less are written off to a zero balance. **WARNING:** Be very careful with this entry. The system looks at each document separately and does not take into consideration the total of the customer account. For example, the amount placed at an apparently safe number of \$5.00. But a customer that owes \$100.00 which is comprised of several documents of \$5.00 or less may exist. In this case, the process writes off each document and the end result would be a customer account with a zero balance.
  - **Dept/Sub-dept** - When the system writes off the balances, this field determines which department and sub-department should be credited or debited with the revenue.

6. [Next Block] to Aging Periods. This field determines what the columns read on the Aging Report. Note: Regardless of what the column read, all customer accounts age at 30, 60, 90, and 120 days.
  - **Column 1 over** \_\_\_ **days** - The current column on the aging report
  - **Column 2 over** \_\_\_ **days** - The 30 day column on the aging report
  - **Column 3 over** \_\_\_ **days** - The 60 day column on the aging report
  - **Column 4 over** \_\_\_ **days** - The 90 day column on the aging report
  - **Column 5 over** \_\_\_ **days** - The 120 day column on the aging report
7. [Quick] to Customer Parameters. These parameters serve as the default setup for how the statements and invoices print for all customer accounts. This setup can be customized for each individual customer account in the Customer Maintenance screen.

**Customer-Default-Parameters**

A/R Settlement Flag **N** NOT using A/R Settlement Entry

Statements:		Invoices:	
Folio Detail (0,1,2)	<b>0</b>	Include Folios	(Y/N) <b>Y</b>
Invoice Detail (Y/N)	<b>N</b>	Include Invoices	(Y/N) <b>Y</b>
Adjustment Detail (Y/N)	<b>N</b>	Include CR Adjustments	(Y/N) <b>Y</b>
Payment Detail (Y/N)	<b>N</b>	Include DB Adjustments	(Y/N) <b>Y</b>
Statement Cycle (0-9)	<b>0</b>	Include Payments	(Y/N) <b>Y</b>
Statement Type (0/B)	<b>0</b>		

**Master Bills:**

Update Last Invoice Date (Y/N) **Y**

- **A/R Settlement Flag (Y, N)** - If the property has purchased A/R bank the prompt needs to be set at "Y". This allows settling customer accounts with a credit card in A/R. Otherwise, the prompt should be at "N – Not using A/R settlement entry".
- **Statements**
  - **Folio Detail (0,1,2)** – This flag determines how much detail of the guest folio to show on the customer statement.
    - 0 – Show the folio as one line item with a grand total.

**Example:**

Folio #22345	Smith, Jon	\$233.00
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- 1 – Show the full detail of the folio on the statement.

**Example:**

Folio #22345	Smith, Jon
Room	\$200.00
Tax	\$20.00
Phone	\$2.50
Movie	\$10.50
Total	\$233.00

- 2 – Shows the detail of the folio at the beginning of the statement and a summary of the folio at the end (a combo of both 0 and 1).
- **Invoice Detail (Y, N)** – Should the detail of any invoices posted to the customer print (Y) or should it show as a single line item (N)?
  - **Adjustment Detail (Y, N)** – Should the detail the detail of any adjustments posted to the customer print (Y) or should it to show as a single line item (N)?
  - **Payment Detail (Y, N)** – Should the detail of any payment posted to the customer print (Y) or should it to show as a single line item (N)?
  - **Statement Cycle (0-9)** – This field determines the default billing cycle for all accounts. By assigning the same number to accounts that have similar billing timelines, all of the accounts with the same billing cycle can be printed at the same time by simply selecting their number. Numbers 0-9 can be individually assigned to customer accounts in the Customer Maintenance screen. There is no rule or standard as to what number represents what type of timeline.
  - **Statement Type (O/B)** – When printing a statement with items on it from the previous month, should the documents show as open (O) items (i.e. full detail is show) or as a single balance forward (B) line (i.e. The line would read Balance Forward \$230.00).
- **Invoices**
    - **Include Folio (Y, N)** – Should the folio balances be included on printed invoices?
    - **Include Invoice (Y, N)** – Should invoice balances be included on printed invoices?
    - **Include CR Adjustment (Y, N)** – Should credit adjustment balances be included on printed invoices?
    - **Include DR Adjustment (Y, N)** – Should debit adjustment balances be included on printed invoices?
    - **Include Payment (Y, N)** – Should payment balances be included on printed invoices?
  - **Master Bills**
    - **Update Last Invoice Date (Y, N)** – When printing a Master Bill for the account, should the system count that as an invoice being printed for the account?
8. [Quick] to Night Audit Parameters. These parameters determine how customer accounts are built when the system creates them due to balances falling with no A/R number pre-assigned to them.

Night-Audit-Default-Parameters		
Front Office Transfers with Balances:		
Aging Code	CC	Credit Cards
Customer Type	AIR	Airlines
Credit Status	OK	Credit Ok
Cancel/Did-Not-Arrive Advance Deposits:		
Aging Code	CC	Credit Cards
Customer Type	AIR	Airlines
Credit Status	OK	Credit Ok

- **Front Office Transfers with Balance**
  - **Aging Code** – [List Values] may be used to view the choices. All choices are user defined and are created in database setup by the property. The Aging Code is used to group similar types of accounts together for reporting (Aging Report) purposes. The code chosen here should represent accounts that have fallen to A/R with no pre-assigned number.
  - **Customer Type** - This is an optional field. It is not required fill out this field in order to complete the parameter screen. [List Values] may be used to view the choices All choices are user defined and are created in database setup by the property. The Type Code is used to group similar types of accounts together to show in the Aging Report. The code chosen here should represent accounts that have fallen to A/R with no pre-assigned number.
  - **Credit Status** - There are three credit statuses available:
    - **OK** – Indicates the account is in good standing (maintains a current and allowable balance). No restrictions are placed on accounts with this status
    - **HOLD** – Indicates the account is not in good standing. Placing an account on hold prevents future guest and group reservations from being linked. Therefore, no guest charges can fall to the account.
    - **MGR** – Indicates that a manager's approval is needed in order to link future guest and group reservations. The manager is required to enter the executable password. The code chosen here should represent accounts that have fallen to A/R with no pre-assigned number.
- **Cancel / Did Not Arrive Advance Deposit**
  - **Aging Code** – [List Values] may be used to view the choices. All choices are user defined and are created in database setup by the property. The Aging Code is used to group similar types of accounts together for reporting (Aging Report) purposes. The code chosen here should represent accounts that have fallen to A/R with no pre-assigned number.
  - **Customer Type** - This is an optional field. It is not required fill out this field in order to complete the parameter screen. [List Values] may be used to view the choices All choices are user defined and are created in database setup by the property. The Type Code is used to group similar types of accounts together to show in the Aging Report. The code chosen here should represent accounts that have fallen to A/R with no pre-assigned number.
  - **Credit Status** - There are three credit statuses available:

- **OK** – Indicates the account is in good standing (maintains a current and allowable balance). No restrictions are placed on accounts with this status
- **HOLD** – Indicates the account is not in good standing. Placing an account on hold prevents future guest and group reservations from being linked. Therefore, no guest charges can fall to the account.
- **MGR** – Indicates that a manager's approval is needed in order to link future guest and group reservations. The manager is required to enter the executable password. The code chosen here should represent accounts that have fallen to A/R with no pre-assigned number.

9. Press [Save]

## Completing Transaction Codes

This area is used to enter department and sub-department transaction codes to be used in Accounts Receivable. All the transaction codes in the Front Office as well as additional codes needed only for Accounts Receivable should be included. (See a Geac Representative regarding copying the Front Office codes to A/R).

1. From the Accounts Receivable Menu, select A/R Database
2. Select Transaction Codes

Pleasaton A/R  
Geac Customer Support

TRANSACTION CODES

Date: 14-JUN-1999 MON  
Time: 03:55 PM

Department Section

Department Number  
Department Name

Sub-Department Section

Sub-Department Number  
Internal Description  
External Description  
Revenue Class  
Modify Description on Entry (Y/N)

3. Complete the prompts as follows:
  - **Department Number** – Type the department number (1-99)
  - **Department Name** - Type the name of the department (i.e. Bob's Bar)
  - **Sub-Department Number** – Type the first sub department (i.e. 1-99)
  - **Internal Description** – Type the description that best describes the item. This is internal; the guest does not see this description (i.e. Food Charges, GL#12987).
  - **External Description** – Type the description the guest sees on the statement/invoice (i.e. Food)
  - **Revenue Class** - [List Values] may be used to view the choices. Some of the choices are hard coded and other choices are user defined and created in database setup by the property. The Revenue Class is used to group similar types of transaction codes together for reporting purposes.

- **Modify Description on Entry?** - Should the clerk be allowed to change the printed description for this item when they post it to an account?
4. Press the down arrow and type the next sub department (i.e. Beverage). Repeat this step until the entire department is created.
  5. Press [Save]. Repeat steps 2-5 until complete.

**Note:** Adjustment transaction codes are not needed in Accounts Receivable.

## Completing Settlements

This is the screen where all of the settlements used as payments in A/R are built.

1. From the Main Accounts Receivable Menu, select A/R Database
2. Select Settlements

Pleasanton A/R                      A/R SETTLEMENT MASTER                      Date: 14-JUN-1999 MON  
Geac Customer Support                      Time: 03:56 PM

Settlement

Credit Limit

Guaranteed Verification Type

Check Digit (Y/N)

Minimum Credit Card Length       Valid Credit Card Lengths

Settlement Customer Number

Summary or Detail (S/D)

Valid Initial Digits

Bank Interface

3. Complete the prompts as follows:
  - **Settlement** – Type a code and a description for the settlement (i.e. CA - Cash). Build only the settlements used as a payment type in A/R.
  - **Credit Limit** – The credit limit is determined by the amount of money posted. Place this field at a zero amount.
  - **Guaranteed Verification Type** - When A/R bank is purchased, the credit cards need to be built. Type “CC” to prompt the system to require credit card information. When building a settlement of check, use “CHK” to prompt the system to ask for check number, driver’s license etc. If it is cash, leave the field blank.
  - **Check Digit (Y, N)** - Only an option for a credit card settlement. Should the system verify that the card number is valid?
  - **Minimum Card Length** - Only an option for a credit card settlement. What is the minimum length of the card number? A Geac trainer can supply this information.
  - **Valid Credit Card Length** - Only an option for a credit card settlement. What are the valid maximum lengths the card can have? Up to 3 different lengths may be entered. A Geac trainer can supply this information.



- **Settlement Customer Number** - Only an option for a credit card settlement. When credit card transactions are to be tracked in an A/R account, type the account number. Note: It is strongly suggested to do this.
  - **Summary or Detail** - Only an option for a credit card settlement when entering a Settlement Customer Number. Should the information on the A/R account to be recorded in summary (i.e. One grand total amount for each day's transactions) or in detail.(i.e. See the guest name and card amount)
4. When using A/R Bank, a Geac trainer uses [Quick] into Valid Initial Digits to complete the screen.
  5. [Save] the work and repeat steps 1-5 until all A/R payments are created.

## Completing Recurring Charge Code Maintenance

Recurring charges are fees posted on a regularly scheduled basis. These charges are the same amount each time, such as rent, membership dues, and parking. This area is used to define such charges.

FD/AR Seminar Hotel      RECURRING CHARGE CODE MAINTENANCE      Date: 14-JUN-1999 MON  
Geac Customer Support      Time: 03:59 PM

Recurring Charge Code

Occurrence       Option 1       Option 2

Dp	Sb	Description	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- **Recurring Charge Code:** Create a code and description to identify the charge.
- **Occurrence:** [List Values] and select appropriate code to indicate how often this charge is to be posted.
- **Option 1:** Entry depends on the 'Occurrence' chosen. Refer to the bottom of the screen for assistance. This entry is used to determine when (what day, date, etc.) the first posting occurs during the specified time period (chosen in 'Occurrence').
- **Option 2:** Entry depends on the 'Occurrence' chosen. When choosing an 'occurrence' that happens only one time during a specified period, the system does not prompt for information).
- **Dp:** Type the department to which the revenue should be posted.
- **Sb:** Type the sub-department to which the revenue should be posted.
- **Amount:** Type the amount to be posted.

This area is used to setup and maintain cycle billing features. Cycle billing can include those charges posted during the 'Recurring Charge' process.

- **Invoice Code:** Create a code to identify this Invoice Cycle
- **Description:** Type the description of the Code.
- **Occurrence Code:** [List Values] and select the appropriate code identifying the frequency in which this invoice should print.
- **Option 1:** Entry depends on the 'Occurrence' chosen. Refer to the bottom of the screen for assistance. This entry is used to determine when (what day, date, etc.) the first posting occurs during the specified time period (chosen in 'Occurrence').
- **Option 2:** Entry depends on the 'Occurrence' chosen. (When choosing an 'occurrence' that happens only one time during the specified period, the system does not prompt for information.)

Please refer to the Master Billing Handout for complete details on setup.

Please refer to the A/R Reports handout or the Reports reference manual to see printout of these reports.

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Training & Installations

- **Invoice Cycle Codes Report.** This report lists all Invoice Cycle Codes and corresponding information. This report should be used to verify correct setup of Invoice Cycle Codes.
- **Recurring Charge Codes Report.** This report lists all Recurring Charge Codes and corresponding information. This report should be used to verify correct setup of Recurring Charge Codes.